

## Recommendation Compliance Summary

This form details the assessment of compliance with recommendations made under Section 27 and Section 31 of *The Advocate for Children and Youth Act*. MACY assesses recommendations for compliance once a year but receives updates from the public bodies every six months.

<b>1. Recommendation Information</b>	
<b>Report Name:</b>	Documenting the Decline: The Dangerous Space Between Good Intentions and Meaningful Interventions
<b>Date Released:</b>	10/19/2018
<b>Full Recommendation:</b> (including details)	<p><b>Recommendation Six:</b> The Manitoba Advocate for Children and Youth recommends that the Department of Families in partnership with the Child and Family Services (CFS) Authorities: (1) clarify training content and expectations of workers and supervisors with respect to CFS minimum provincial standards, and (2) prioritize the development of high quality, culturally appropriate, modernized, and accessible training on the minimum provincial service standards within two years. The Advocate further recommends that all existing workers who have not received training on minimum standards and all new CFS workers be required to complete this training within three to six months.</p> <p><b>DETAILS:</b></p> <ul style="list-style-type: none"> <li>• That the Department of Families work with the four CFS authorities to clearly define training content, timelines, and requirement for CFS workers and supervisors per s.1.3.1 of the minimum standards manual.</li> <li>• That the CFS authorities ensure that their CFS agencies adhere to standard 1.8.1 <i>Workforce Qualifications</i> and that clear education and training plans are developed and monitored for staff who do not meet this standard.</li> </ul>
<b>Intent(s) of Recommendation:</b>	<p>The intent of the recommendation is to:</p> <ol style="list-style-type: none"> <li><b>1. Clarify training content and expectations of workers and supervisors with respect to CFS minimum provincial standards</b></li> <li><b>2. Prioritize the development of training on the minimum provincial standards that is high-quality, culturally appropriate, modernized within two years</b></li> <li><b>3. All existing workers who have not received training on minimum standards along with new CFS workers be required to complete CFS minimum standards training within 2-3 months</b></li> </ol>
<b>Issue:</b>	Training CFS Minimum Standards
<b>Public Body</b>	Manitoba Families
<b>Dates of Previous Official Updates from Public Body:</b>	June 30, 2020
	December 31, 2019
	June 27, 2019

	April 23, 2019
<b>2. Compliance Determination</b>	
Limitedly Compliant 0.25	Actions taken fulfill requirements to a limited degree resulting in significant deficiency in implementation.
<b>3. Rationale for Determination</b> <i>(How did you reach this compliance determination)</i>	
<p><b>1. Clarify training content and expectations of workers and supervisors with respect to CFS minimum provincial standards</b></p> <ul style="list-style-type: none"> <li>• The Department of Families reported that there are a number of amendments to the CFS minimum provincial standards that are preventing action on this requirement of the recommendation. An Act Respecting First Nations, Inuit and Metis Children, Youth and Families came into effect on Jan 1, 2020. Section 12(1) of the legislation requires the CFS agency to provide notice to an Indigenous child’s parent, caregiver or relevant Indigenous Governing Body before service providers take any significant measure regarding the provision of CFS to the child. The Department of Families will respond to the new law through updates to CFS Standards to reflect new responsibilities. The four CFS Authorities will establish protocols and materials to support CFS Agencies with the requirements for notification under Section 12. Each authority will be responsible for compliance with Section 12 and First Nations communities will work with their CFS Agency.</li> <li>• Furthermore, The Child Welfare Legislative Review Committee’s Recommendations to the Province included changes to <i>The Child and Family Services Act</i> (CFSA), which are under review. With changes to The CFSA, the CFS Authorities-Regulations will require changes as well as the CFS Standards.</li> <li>• No actions have been reported towards clarifying the content and expectations of workers and supervisors with respect to existing CFS provincial standards. Justification for inaction is that the Act and recommendations from The Child Welfare Legislative Review Committee will lead to changes in the CFSA, Regulations, and CFS Standards which are currently being reviewed and incorporated. According to the Department of Families, an update to communication and training materials will follow.</li> </ul> <p><b>2. Prioritize the development of training on the minimum provincial standards that is high quality, culturally appropriate, modernized within two years</b></p> <ul style="list-style-type: none"> <li>• In a meeting of the Standing Committee (comprised of CEOs of Authorities and the Director of Child and Family Services) in September 2020, the Department of Families indicated that training gaps were identified in abuse investigations training, standards, regulations, legislation and funding, clinical supervision and others. A Child Abuse Training pilot was proposed which provides an introduction to abuse investigations and skills training. Intake Module and the Child and Family Services Information System (CFSIS) training was identified as a need. This training is based on provincial minimum standards. In October, online CFSIS training will be piloted with the goal of making it a sustainable and accessible learning tool.</li> <li>• Simultaneously, the Department of Families reported that CORE competency training, which includes training on minimum provincial standards, has been suspended indefinitely as of April 2020 because “it does not meet the needs of consumers”</li> <li>• Actions reported indicate that early steps have been taken to prioritize training on select</li> </ul>	

modules of the minimum provincial standards. Plans to create online tools are promising strategies to modernize the training. However, plans are considered pilots and no timelines were provided. No documentation was provided to ensure the sustainability of training on minimum standards for employees of the child welfare system in Manitoba, given the cancellation of existing CORE competency training.

### **3. All existing workers who have not received training on minimum standards along with new CFS workers be required to complete CFS minimum standards training within 2-3 months**

- In previous updates, the Department of Families has indicated that existing and new workers are required to complete CFS minimum standards training. Upon request of additional information from the Authorities and Department of Families, no one reported CFS minimum standards training within 3 months and only one Authority was able to report on case management training for new staff within one year of their start date.
- Further information was requested from the Authorities (First Nations of Northern Manitoba, Southern First Nations Network of Care, General Child and Family Services and Metis Child and Family). Three out of the four Authorities responded to MACY follow up questions. These Authorities include:
  - Southern First Nations Network of Care (responded to questions but did not submit further information prior to finalization of this compliance assessment)
  - Metis Child and Family (submitted information)
  - General Child and Family Services (submitted information after the deadline)

The General Child and Family Services Authority reported that at least 95% of new employees across their service system have received training on case management standards within one year of employment.

Responses from the Metis Child and Family Authority and Southern First Nations Network of Care indicate that they are not collecting data from Agencies on the number and percentage of new employees receiving training within 2-3 months of their start date or the number of existing employees who received training since this recommendation was made. The rationale provided was that the agencies are responsible for training and the Authority does not have information related to when an employee has been hired or when they receive training.

- The Department of Families' Child and Youth Services Division (CYSD) recognized there is no current process to measure training on minimum standards for current and new employees within the timelines required by Section 1.8.3. [Training and Development](#) which states that all agency field staff must receive training within 12 months of the start date or Section 1.3.1 [Child Protection Services](#) which states that within three months of start date all workers and supervisors received information about *The Child and Family Services Act* and other. The Department of Families made two commitments:
  - To formally follow up with the four Authorities on the provision of standards training that is culturally safe and appropriate related to CFS Minimum Standards for supervisors and workers and formally ask for more detailed reporting data from the Authority partners.
  - To follow up with Authorities respecting the collection of up-to-date data on staff participation in Standards training including data on staff trained within 2-3 months on

CFS minimum standards.

The Minister, Director and Authorities have an ongoing legal responsibility to ensure the quality of child welfare services as articulated in the legislation that was proclaimed in 2003, *the Child and Family Services Authorities Act* (The Authorities Act). The Authorities Act states that CFS Authorities have a duty to ensure that agencies follow the practices and procedures in accordance to culturally appropriate standards (S.19.(e)), and ensure that those standards are consistent with provincial standards, including training discussed above (S. 19.(d)). In turn, the Minister of Families is responsible to monitor and assess how authorities carry out their responsibilities, including their responsibility to ensure training occurs (S.24.(c)).

The legal responsibilities of the Minister, Director and Authorities have been ongoing since 2003 but information provided by the Department of Families and the Authorities indicates that there is a lack of engagement with their legislated roles to ensure that standards are met in relation to staff training, specifically evidenced by the lack of data collection on staff who have completed CFS minimum standards training within 3 months or at all and overall monitoring of this issue as per s. 24(c) of the Authorities Act. Furthermore, with the cancellation of CORE competency training no alternative trainings on CFS minimum standards were reported.

The commitment to collect up-to-date data indicates that early steps are being taken to address compliance with this recommendation. However, none of the requirements have been met. Assessment thus deems this recommendation limitedly compliant. The Manitoba Advocate continues to be concerned about the deficiencies in the quality assurance structure and framework for the child welfare system and its effect on the services for children, youth, young adults, and families in Manitoba.